

T-01051B-12-0468



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

2013 JAN 30 A 10:00

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 107981

Date: 1/22/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Leonard

Kaufman

Account Name: Leonard Kaufman

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85027

is:

Utility Company: CenturyLink

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Docket No. T-01051B-12-0468 OPPOSED TO ANY INCREASE

Caller is opposed to any increase
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised I would docket in the tariff filing application and provided him with the tools to view it thru eDocket.
End of Comments

Date Completed: 1/22/2013

Opinion No. 2013 - 107981

Arizona Corporation Commission
DOCKETED

JAN 30 2013

DOCKETED BY
JSM

T-01051B-12-0468

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ---

Fax: (

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108092

Date: 1/28/2013

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mrs. Carlon

Williams

Account Name:

Mrs. Carlon Williams

Home: ---

Street:

na

Work:

City:

Tucson

CBR:

State:

AZ

Zip: 85701

is:

Utility Company:

CenturyLink

Division:

Telephone

Contact Name:

For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

Docket Number T-01051B-12-0468

Commissioners,

It did not take long after buying Qwest for the new owner Century Link to want to increase the rates on paying with a credit card to \$5.00 (a fee for simply paying your bill using a credit card?). \$5.00 per month=\$60.00 per year x only 1 million Century Link customers generates \$Sixty Million (\$60,000,000.00) per year out of the public's pocket simply for using a credit card?

Also, requested is an increase in what is termed "Flat Rate Service - Residential" to \$16.47, while one United States Congressional Committee has already proved in their study that the cost for a phone company per month to provide residential service is between 3-4 cents per month!

Please protect us the public from these outrageous costs just to have a residential telephone.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

1/28

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 1/28/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 108092

T-01051B-12-0468

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 107974

Date: 1/22/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Nancy R. & Keith B. Green**

Account Name: Nancy R. & Keith B. Green

Home: (000) 000-0000

Street:

Work:

City: Parks

CBR:

State: AZ Zip: 86018

is:

Utility Company: **CenturyLink**

Division: Telephone

Contact Name:

Contact Phone: (000) 000 0000

Nature of Complaint:

*****DOCKET NO. T-01051B-12-0468*****
OPPOSE RATE CASE

Parks, Arizona
86018

January 14, 2013

Dear Elected Officials of the Arizona Corporation Commission,

Please do NOT consider a rate increase for CenturyLink. Let me explain why I feel strongly about this. When CenturyLink took over Qwest in Northern Arizona, we were relieved having heard that CenturyLink was a rural-responsive company. Almost everyone in the greater Parks area signed a petition stating that we would all switch to CenturyLink DSL service once it was offered. We are at the mercy here of high cost, poor service satellite companies for Internet services.

Every single month I receive a flyer included with my phone bill which offers a \$19.95 locked in rate for Internet service through CenturyLink. Every single month I call and request that service, only to be told it's not available in my area. Isn't that under the heading of false advertising? Parks is between Grand Canyon and Flagstaff, both of which have DSL services.

What is wrong with this picture? Aren't there federal initiatives to be sure Internet access is available in rural areas?

I will be happy to pay CenturyLink more once they provide better services. Please do NOT allow a rate increase until something is done which warrants such an increase.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank you for your attention .

Nancy R. Green
Keith B. Green
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control
End of Comments

Date Completed: 1/22/2013

Opinion No. 2013 - 107974
